



New Jersey Department of Children and Families Policy Manual

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Issuance:	100	SPRU Personnel Management	

Purpose:

This issuance establishes how SPRU is managed and functions as an after-hour response unit statewide. SPRU serves as an emergency intervention operation to protect children, minimize elements of immediate risk to children, assure children are safe, initiate child protective service investigations, and provide other child/family emergency response measures until CP&P or IAIU day staff can initiate or resume services.

This issuance further outlines the requirements and eligibility standards to serve on SPRU and performance expectations of staff selected to work SPRU.

SPRU Work is not an entitlement to all CP&P staff. There is no State seniority to determine SPRU worker eligibility. SPRU operations requires a yearly certification/recertification process to maintain effective and efficient staffing requirements to support operational needs.

Policy:

A) SPRU Worker Eligibility

A SPRU Worker applicant must meet all of the following criteria:

- Work in CP&P fulltime **in a Local Office**, in the county of service **and** whose core functions keep them current in agency child welfare policy, procedure, and practice by their working directly in child protective services;
- Be in the Titles of Family Service Specialist 1 or 2, Supervisor - Supervising Family Service Specialist 2 (SFSS 2), Casework Supervisor - Supervising Family Service Specialist 1 (SFSS 1) or County Service Specialist/Case Practice Specialist – CSS;

Area Office staff and non-FSS related titles are ineligible and prohibited from serving on SPRU operations in any capacity.

- **Recommended that he/she have a minimum of 3 years intake experience;**
- Have attended First Responder's Training, Allegation Based System, Structured Decision Making and SPRU worker training within 3 years of SPRU service;
- Work within the county of SPRU service; and
- No major disciplinary action (4 days or more suspension) or removal from prior SPRU service in any county of SPRU operations (See Exception to Policy).
- Be recommended to serve SPRU by his or her immediate Supervisor, documented by a letter of recommendation, approved by the Casework Supervisor and Local Office Manager, which addresses:
 - Proven casework skills and professionalism;
 - Capacity to work independently;
 - Ability and willingness to accept supervision, when necessary or required;
 - Knowledge of agency policy;
 - Proficient in NJ SPIRIT; and
 - Good judgment.

Note: Supervisory candidates must sign the Supervisor/Casework Supervisor/County Service Specialist/Case Practice Specialist Conditional Agreement to Work as SPRU Field Worker, CP&P Form [9-2](#).

- Once appointed, maintain the ongoing approval of their LOM to continue to serve as a SPRU Worker. If the LOM rescinds his/her approval due to daytime work performance issues (in writing to the SPRU Coordinator), the employee loses his or her eligibility to serve SPRU, will be removed from the current year's SPRU roster; and must reapply during the next year's SPRU recertification process.

Additional requirements, unrelated to work skills, availability, or experience, include:

- Must have an active state issued cellular phone;
- Have either a working home telephone or a personal cellular phone;

- Have an active driver's license valid in the state of New Jersey, with no suspensions;
- Have access to the Dell Venue issued to him/her from the Office of Information Technology to ensure that reports are documented directly into NJS ([CP&P-II-D-1-400](#) SPRU Worker Roles, Responsibilities and Documentation).

Local Office Managers are responsible for verifying SPRU worker eligibility in accordance with requirements outlined in this policy. LOM's MUST verify with the Office of Employee Relations prior to providing a SPRU recommendation. The LOM MUST provide written verification that the employee has not served a major disciplinary action, has not been removed from prior SPRU service and that he/she meets all eligibility requirements at the time of SPRU certification/recertification.

SPRU Coordinators are responsible for confirming SPRU Worker eligibility in accordance with this policy based on recommendations from the Local Office Managers. SPRU Coordinators are subsequently responsible for certifying each SPRU staff member's continued eligibility on an annual basis. See [CP&P-II-D-1-700](#), Annual Certification of SPRU Staff. See CP&P Form [9-42](#), Annual SPRU Certification.

Note: An employee who no longer meets SPRU eligibility requirements will be removed from SPRU service, The SPRU Coordinator and LOM will have a joint conference with the SPRU worker prior to such action. The worker will be provided with a detailed written explanation of the reason for removal by the SPRU Coordinator immediately following the conference. Additionally, a SPRU worker will be removed from SPRU service at the time that he/she transfers to an office or operation in another county, or when he/she is promoted to a title outside the scope of SPRU Worker eligibility. For hiring in exceptional situations, see Exceptions below.

B) Exception - Area Impact Team staff:

Staff who works on Area Impact Teams who are not already working SPRU at the time of transfer to the Impact Team, but who are interested in working SPRU, can apply to work SPRU for the county SPRU operation in one of the County's that Area Covers. In order to serve, there must be an opening in that county's SPRU roster, and the employee must meet all SPRU Worker eligibility criteria.

Those who are working SPRU at the time of transfer to the Impact Team may continue to work SPRU for that county SPRU operation (providing that the county be within the jurisdiction of the Area Office).

Area Impact Team staff may not work SPRU for multiple SPRU operations unless approved as an exception.

C) SPRU Supervisor Eligibility:

To become a SPRU Supervisor, a CP&P employee must be a full-time Supervising Family Service Specialist (SFSS II or SFSS I), or a County Services Specialist/Case Practice Specialist (CSS) **in a Local Office**, whose core functions keep them current in agency child welfare policy, procedures, and practice.

The applicant must work within the county of SPRU service. New applicants follow the same application process as SPRU Worker applicants (See Application Review and Interview Process).

SPRU Supervisor applicants must have two (2) year of experience as a CP&P Supervisor and minimum one (1) year Intake experience and completion of First Responders Training. Experience as a SPRU Worker is preferred, though not required.

SPRU Supervisors must document in NJ Spirit via a case activity note on ANY case on which he/she has provided case related direction a SPRU worker. Supervisory documentation must be performed within 3 days of case handling and/or at any interval established in writing by the Area Director via Local SPRU protocols. (See [CP&P-II-D-1-535](#), SPRU Supervisor Roles and Responsibilities and Documentation Requirements).

If the SPRU Supervisor applicant was a SPRU Worker within the past two (2) years, he or she need not attend SPRU Worker Training. If the applicant has no prior SPRU experience, or worked SPRU more than two years ago, then he or she is required to attend SPRU Worker Training and pass the SPRU Worker test at the conclusion of training, before assuming SPRU Supervisor duty.

The SPRU Supervisor applicant must attend SPRU Supervisor Training.

SPRU Coordinators must confirm SPRU Supervisor eligibility in accordance with this policy. SPRU Coordinators are subsequently responsible for [CP&P-II-D-1-700](#)) and verify each SPRU Supervisor's continued eligibility.

IAIU Consultant Eligibility:

DCF employees who wish to serve as IAIU Consultants must:

- Have at least 2 years IAIU experience
- Be currently serving in the capacity of a daytime IAIU Supervisor full time for 1 (one) year;

- Be recommended and approved to serve by:
 - His or her immediate Supervisor,
 - The Regional Supervisor,
 - IAIU Central Office administrative staff
 - The Director of IAIU
- Perform satisfactorily in his or her IAIU day job, as determined by the immediate Supervisor, Regional Supervisor, Central Office administrative/supervisory staff, and the Director of IAIU;
- Be willing and able to work independently and make sound casework decisions at all hours of the night, on weekends, and during State holidays;
- Be willing and able to attend periodic mandatory IAIU planning/training meetings; and
- No Major Disciplinary within 3 years of application or reapplication.

IAIU Consultant is given in-service training prior to appointment to IAIU posts, and on an ongoing basis at statewide IAIU staff meetings, where attendance is required. SPRU Supervisory training is mandated prior to starting as IAIU Consultant.

A Coordinator, serving IAIU statewide, who reports to IAIU Central Office, is responsible for confirming IAIU After-Hours Consultant eligibility in accordance with this policy.

The Director of IAIU reserves the right to remove an IAIU Consultant based on operational needs of Institutional Abuse Operations.

D) Re-Application

An employee meeting SPRU Worker eligibility requirements, who: 1) formerly served as a SPRU Worker, 2) left SPRU service in good standing, 3) continues to meet eligibility criteria, and 4) is interested in serving the Division in that capacity again, may re-apply.

If the candidate is selected and served as a SPRU Worker within three (3) years of re-application, retraining is not required. Candidates returning after three (3) or more years must attend SPRU Worker Training as stated above in prior to resuming SPRU work in any capacity.

If the employee had worked SPRU for another county's SPRU operation, he or she must obtain a letter of recommendation from the other county's SPRU

Coordinator. The other county's SPRU Coordinator provides relevant information or records that reflect the employee's performance on SPRU for that jurisdiction. See, SPRU Operations Record Keeping.

E) Training Requirements for All SPRU Staff

SPRU staff must have forty (40) hours of training each year, at a minimum. SPRU Workers must attend Worker Safety Training and Bi Annual Refresher SPRU Training Workshops (new). The SPRU Coordinator confirms at the Annual Certification of SPRU staff that each member of the SPRU team satisfied this requirement. This requirement may be prorated, at ten (10) hours of training attended per quarter particularly for staff on maternity leave, sick leave, or in military service, to permit an employee to work SPRU before the 40-hour requirement is met in full.

F) Each employee serving SPRU has a one-year "term of employment."

Upon meeting initial eligibility and appointment, and, subsequently, satisfying annual certification requirements, the term of employment may be extended for another year.

G) SPRU Coordinator

The Area Director/Designee or Local Office Manager Responsible for SPRU, responsible for the county SPRU Operation, in consultation with the Statewide SPRU Coordinator, names a SPRU Coordinator, a CP&P employee who is minimally a range 26 and has administrative responsibilities for SPRU operations in the county. The SPRU Coordinator may work in a Local Office or in the Area Office.

SPRU Coordinator must ensure the integrity of SPRU Operations in the County.

Note: SPRU Coordinators **MUST NOT** serve as SPRU Workers, SPRU Buddies, Back-Up, or SPRU Supervisors, to avoid a conflict of interest or the appearance of a conflict of interest.

H) Six (6) Shift Maximum On-Call Per SPRU Pay Period (Primary or Back-Up)

SPRU Workers may serve up to six (6) shifts on-call, maximum, per pay period regardless of the volume of assignments handled while on-call during that period.

I) Nine (9) Shift Maximum On-Call Service per SPRU Pay Period, Including Work as Scheduled SPRU Buddy

SPRU Workers serving as Primary or Back-Up, may serve on-call for up to six (6) shifts, maximum, per SPRU Pay Period, as specified, above. In addition, an

employee may serve up to three (3) additional shifts per SPRU Pay Period in the capacity of scheduled on-call SPRU Buddy (for county SPRU operations that regularly schedule SPRU Buddies). Thus, a SPRU Worker may serve a maximum of nine (9) shifts on-call per SPRU Pay Period regardless of the volume of assignments handled while on-call during that period, or the function performed while on-call for SPRU. As a Primary SPRU Worker, an activated Back-Up SPRU Worker, or an on-call Buddy.

J) Exceptions

When a need exists for an exceptional hire, the SPRU Coordinator makes a written request to the Area Director, which shall include a description of efforts made to identify and recruit eligible staff within the County.

The Area Director, or designee, approves the request in writing, granting an exception for a period **not to exceed a period of up to six (6) months**. Additional approvals can be authorized in six-month intervals based on the continued need to maintain the integrity of the County's SPRU operation. At this time the AD will forward a written plan to the Central Office SPRU Manager outlining the status of the county's SPRU roster and a plan to hire additional staffing within the County.

Note: The employee does not have an automatic right to be reappointed as an exceptional hire if an opening exists. The appointment is again subject to review in six months.

If, after six months pass, an employee's services are no longer needed for that county's SPRU operation, his or her name is removed from the SPRU roster. Such an action shall be considered non-disciplinary. Such an action is not subject to appeal by the employee. The employee may apply for SPRU positions in other catchment areas, and/or reapply to the county SPRU operation in the future, if new openings in the county's SPRU roster develop.

SPRU Coordinators review the status of need for exceptional hires when conducting the Annual Certification of SPRU staff serving the local SPRU operation. (See [CP&P-II-D-1-700](#), Annual Certification of SPRU Staff).

If the county SPRU Operation is unable to hire a sufficient number of SPRU Workers who meet the eligibility criteria, an applicant from outside the county of SPRU service, may be considered for temporary appointment as an exceptional hire within the following priority order:

1. Applicants who reside in the county of SPRU service, but work in CP&P in another county or Area; or
2. Applicants who neither work nor live in the county of SPRU service, but reside within one-hour travel time of the county seat.

SPRU Supervisor - If the county is unable to secure a sufficient number of SPRU Supervisors to serve the county SPRU operation who meet the eligibility criteria, an applicant who meets the following criteria may be considered for temporary appointment:

- Applicants who are in one of the following titles: SFSS II, SFSS I, or CSS, who have the required job experience and whose core functions keep them current in agency child welfare policy, procedures, and practice by their working in child protective services for CP&P in another county or Area.

Note: If the exceptional hire works or worked SPRU for another county's SPRU operation, he or she must obtain a letter of recommendation from the other county's SPRU Coordinator. The other county's SPRU Coordinator provides relevant information or records that reflect the employee's performance on SPRU for that county see SPRU Operations Record Keeping below. Obtain documentation of the employee's certification to serve/continue serving on SPRU for his or her local SPRU operation (see CP&P Form [9-42](#), Annual SPRU Certification).

K) Audit of Individual SPRU Worker

Area Directors/LO Managers responsible for SPRU have the authority to audit the "SPRU Caseload" of any SPRU Worker serving within their area of responsibility. The audit may be based on discrepancies found upon reviewing the handling of a specific SPRU case, leaving a child in danger, payment issues or concerns, or it may be a random sampling of the SPRU staff serving the county. The employee's State-issued cellular phone account/records may be examined during this process. This authority enables the Manager to initiate internal controls and assure the fiscal integrity of the local SPRU operation.

The Manager has the right to withhold, prorate, or recoup a SPRU Worker's pay for active SPRU hours claimed, based on the audit findings. The employee's full time/day CP&P job may also be impacted. (See Performance/Disciplinary Issues Affecting SPRU Worker/Supervisor and IAIU Consultant, below).

The audit of an individual SPRU Worker can occur at any time, at the Local Office Manager /Area Director's discretion.

L) Performance/Disciplinary Issues Affecting SPRU Worker/Supervisor and IAIU Consultant

I. Performance Issues:

Those appointed as a SPRU Worker, SPRU Buddy, SPRU Supervisor, IAIU After-Hours Supervisor, or any combination thereof - staff must realize that, first

and foremost, their responsibility as a CP&P/IAIU employee centers on their continued ability to function competently and proficiently in their daytime CP&P/IAIU job. This responsibility includes reporting for work on time, and, thereby, being available, as scheduled (9:00 a.m.), when a work day follows a night or a weekend of SPRU service (unless authorization has been received for time off/adjusted in accordance with Civil Service Commission guidelines, the employee is needed to testify at court, or the employee is needed to continue service on a SPRU case until the child's care and safety is secured by day staff. (See [CP&P-II-D-2-700](#) Field Response Times).

Management reserves the right to suspend or terminate a SPRU worker and/or Supervisor.

The following guidelines were developed to achieve uniformity in the recruitment and employment of DCF After-Hours Response System staff, including SPRU Workers, SPRU Buddies, SPRU Supervisors, and IAIU After-Hours Supervisors.

An employee may be removed from SPRU Worker/Supervisor or IAIU Consultant due to performance issues related to his or her full-time job:

- If an employee's Performance Assessment Review (PAR) performance rating at his or her CP&P or IAIU day job falls to below satisfactory, he or she is automatically removed from participating in SPRU or as an IAIU Consultant in all locations. If the employee's caseload exceeds the permissible size, the employee may be removed from the SPRU payroll until the caseload size complies with current agency standards.
- If deficiencies in performance are identified and documented in the PAR, which requires the employee's full-time attention to remediate, the employee may be removed from SPRU Worker/Supervisor or IAIU Consultant.

When an employee's performance rating is unacceptable, the Area Director or Designee Responsible for SPRU in conjunction with Labor Relations advises the SPRU Coordinator, in writing, to suspend the employee from working SPRU. The SPRU Coordinator notifies the Area Director or Designee Responsible for SPRU and the SCR Administrator upon suspending the employee from SPRU service.

The employee may be returned to SPRU service or IAIU Consultant, if all the following criteria are met:

- The employee's PAR performance improves to a level where he or she meets initial SPRU or IAIU After-Hours Supervision eligibility requirements;
- His or her PAR rating is satisfactory; and

- The employee has corrected the deficiencies noted in the PAR so that he or she may assume the additional responsibilities of SPRU or IAIU After-Hours Consultant.

The Local Office Manager/IAIU Regional Supervisor for whom he or she serves as a daytime employee, in consultation with the Assistant Area Director/Local Office Manager/IAIU Central Office and or the Director of IAIU in charge of the county SPRU operation determine, together, whether, and when, the employee can return to active SPRU Supervisor/IAIU Consultant service. If the county's SPRU roster is full, the employee may be placed on the waiting list.

II. Disciplinary Issues:

The Local Office Manager, within whose Local Office the SPRU worker is assigned, **MUST** notify the SPRU Coordinator, **immediately, in writing**, at the time, that a CP&P/IAIU employee is served with a notice of disciplinary action.

In all instances of corrective or disciplinary action taken with respect to an employee who works SPRU/IAIU After-Hours Consultant, the Area Director/Local Office Manager/IAIU Manager initiating such action advises his or her SPRU/IAIU Coordinator, in writing. The notification must be worded as follows: "[Employee's name] no longer has authorization to work SPRU." Action must be taken in each jurisdiction to suspend or terminate the employee from that county's SPRU operation.

After-Hours Response System staff on suspension or terminated from SPRU service cannot work for the DCF After-Hours Response System in any other capacity elsewhere in the Department of Children and Families. For appeal information (See, Grievances and Disagreements Over Adverse Action).

III. SPRU Performance Issue Can Trigger Caseload Review

A serious performance issue on SPRU can trigger a review of the employee's caseload/performance at his or her DCF/CP&P full time (day) job. The review is conducted by the employee's immediate Supervisor and the Casework Supervisor or designee. Disciplinary action is taken, if appropriate, based on the findings of the review (see [CP&P-II-D-1-800](#), Audit of Individual SPRU Worker, and [CP&P-II-D-1-700](#), Annual Certification of SPRU Staff).

IV. SPRU Worker, Supervisor & IAIU Consultant Performance Issues:

With respect to after-hours work performance, a SPRU Worker, SPRU Buddy, SPRU Supervisor, or an IAIU Consultant may be counseled, disciplined and/or, for more serious acts, he or she may be suspended or terminated from after-hours service. The Area Director/LO Manager or designee who is responsible for

the county SPRU operation or the IAIU Coordinator responsible for IAIU Consultant in conjunction with Labor Relations is responsible for deciding whether to initiate the action.

Reasons for administrative actions, including disciplinary action such as suspensions, and removals from SPRU service/IAIU Consultant include, but are not limited to, the following actions:

- Putting children in danger or at risk of harm;
- Incompetency, use of poor judgment, lack of sufficient skills;
- Lack of professionalism, as SPRU Worker, Supervisor or IAIU Consultant;
- Breach of Confidentiality to include communication with Reporters, SPRU Staff, Community Partners and SCR;
- Falsification of written/electronic SPRU reports;
- Inaccurate, incomplete, or untimely submission of written/electronic work which would be reviewed during Audit;
- Inaccurate timekeeping in e-CATS; inaccurate, or falsification, of declaration of time worked after hours;
- Failure to seek and/or accept supervision;
- Repeatedly unavailable during assigned after-hours on-call shifts;
- Failure to follow, or purposefully violating, agency policy or Supervisory Directives;
- Lack of participation in after-hours coverage;
- Repeated failure to attend SPRU or IAIU planning meetings without notification or just cause;
- Misuse of State property, including State cars, State-issued gasoline credit cards, photocopy machines, cell phones, cameras, laptop/tablets and office equipment such as, but not limited to, computers; and
- Repeatedly failing to register with Area SPRU Coordinator for after-hours duty in a timely manner. (See [CP&P-II-D-1-200](#) SPRU Coverage System, Roster and Registering for Duty -Suspension for Repeatedly Failing to Register on Time).

The Area Director/Local Office Manager/IAIU Coordinator/designee initiating such action advises the SPRU Coordinator or the Director of IAIU, who is then responsible for informing each SPRU Coordinator and IAIU Regional Supervisor where the employee works, and the SCR Administrator, of the concern and any action taken against the employee. All such communication is confidential. Each SPRU/IAIU Coordinator is responsible, in turn, for acting in his or her respective SPRU/IAIU operation, as appropriate, based on the tenets of this policy.

For employees suspended from SPRU duty, the Local Office Manager/IAIU Regional Supervisor for whom he or she serves as a daytime employee, in consultation with the Assistant Area Director/Local Office Manager/IAIU Central Office staff and/or the Director of IAIU in charge of the county SPRU operation, determine, together, whether, and when, the employee can return to active

SPRU Supervision/IAIU Consultation service. If permission to resume SPRU/IAIU Consultant service is granted, the SPRU Coordinator again makes notification to SCR Administrator. If the county's SPRU roster is full, the employee may be put on the waiting list.

M) Grievances and Disagreements over Adverse Action

If an employee is suspended or removed from SPRU service, he or she shall receive written notification of the reason for the adverse action. Employees may appeal this action by following procedure set forth in CWA contract. filing a B.1.b. Grievance, as stated in the Side Letter of Agreement #7, Special Response Unit (SPRU), as part of the July 2015 Collective Bargaining Contract with the Communications Workers of America, CWA." A copy of the letter shall also be sent to the appropriate CWA Local.

If an employee is suspended or removed from IAIU After-Hours Consultation, he or she may appeal such action to the IAIU Coordinator/Director of IAIU. Follow appropriate disciplinary process appeals.

For warnings issued with respect to a SPRU Worker/IAIU Consultant, that does not involve suspension or removal. The employee can appeal such action to the Area Director/Local Office Manager Responsible for SPRU or the IAIU Coordinator/Director of IAIU in charge of the IAIU or county SPRU operation.

Procedures:

1) Chain of Command (Local SPRU Operations)

The CP&P chain of command for SPRU operations after hours is as follows:

- SPRU Worker reports to his or her respective SPRU Supervisor;
- SPRU Supervisor reports to the Local Office Manager responsible for the county/catchment area or the open/active case;
- LO Manager reports to the Area Director;
- Area Director reports to Assistant Commissioner for DCP&P.

SPRU Coordinators are a part of the workday administrative operations and are outside the after-hours chain of command.

When a CP&P Worker, working after hours (e.g., day staff) calls SCR and identifies a need to consult on a day case (a situation which came to the attention of the CP&P Local Office or IAIU Regional Office before the close of the regular business day, 5 P.M.), the SCR Screener directs the Worker to contact his or her

Supervisor, the Casework Supervisor, or the Local Office Manager for direction. The day chain of command is to be followed for day case situations, rather than the after-hours SPRU operation chain of command. SCR provides contact telephone numbers, as necessary.

2) SPRU Coordinator

SPRU Coordinators are required to attend SPRU Supervisor Training offered by the NJ Office of Training and Professional Development.

The Area Director/Local Office Manager Responsible for SPRU or his or her designee also appoints a back-up SPRU Coordinator, to monitor the local SPRU operation when the SPRU Coordinator is absent from work or otherwise not available.

The role and responsibilities of the SPRU Coordinator include:

- Maintaining the SPRU coverage schedule for SPRU Workers, SPRU Buddies, and SPRU Supervisors serving the county SPRU operation by:
 - Drawing up coverage schedules,
 - Providing equitable opportunity for staff to secure shifts on the schedules to earn SPRU pay,
 - Assuring SPRU Workers and SPRU Supervisors are assigned to each shift throughout the month, and
 - Distributing the schedules to SPRU staff who serve the operation; providing a copy to SCR at least two weeks before the start of the upcoming month.
- Staffing the local SPRU operation by:
 - Recruiting SPRU Worker, SPRU Buddy, and SPRU Supervisor staff to serve the county SPRU operation,
 - Developing, distributing, and updating a local SPRU Kit for SPRU staff (see [CP&P-II-D-2-800](#), The SPRU Response Kit),
 - Advocating for SPRU staff and the local SPRU operation;
- Ensuring SPRU Staff is entering their case responses into NJ Spirit and to forward, completed forms, and other documentation of casework performed to the appropriate LO Supervisor for timely case assignment, or to IAUI
- Reviewing a minimum of 5% (five per cent) of SPRU Worker investigation report narratives and CWS assessment narratives;

- Reviewing SPRU Supervisor Logs (Template), CP&P Form [9-24](#), upon which SPRU Worker/SPRU Supervisor consultations, decision-making, child safety determinations, and supervisory approvals are documented. (See [CP&P-II-D-1-900](#), SPRU Payment and Leave and [CP&P-II-D-1-500](#), Administrative Staff Responsibility & Supports Toward SPRU Operations);
- Critiquing and monitoring SPRU staff performance, practice, and the quality of written work submitted;
- Conducting the Annual Certification of each SPRU Worker and each SPRU Supervisor on the SPRU roster (see [CP&P-II-D-1-700](#), Annual Certification of SPRU Staff and [Form 9-42](#) Annual SPRU Certification;
- Reviewing SPRU Worker declaration of time (via the e-CATS system); approving a) shifts declared for on-call pay, and b) active hours declared for active hour SPRU pay.
- The SPRU Coordinator reviews SPRU Worker Case Summary Sheets, CP&P Form [9-26](#), submitted by SPRU Workers to document use of time/active hours worked for SPRU pay declaration, comparing them to time claimed in e-CATS time sheets at the end of the pay period,
 - If the review and approval is not done directly by the SPRU Coordinator (due to the size of, and volume handled by, the specific SPRU operation), the SPRU Coordinator is responsible for having a viable system in place to assure accuracy, accountability, and adequate fiscal controls.
- Holding quarterly SPRU meetings for local SPRU staff. County SPRU meetings may be held more frequently, when needed, at the discretion of the Area Director/Designee or Local Office Manager Responsible for SPRU. Meetings are held during regular work hours. SPRU Workers who serve the local operation after hours are required to attend these meetings. Office Managers give release time for staff who serve on SPRU to attend county SPRU meetings. (See [CP&P-II-D-1-500](#), Administrative Staff Responsibility and Supports Toward SPRU Operations – LO Manager).

If a SPRU Worker is unable to attend a SPRU meeting, he or she must advise the SPRU Coordinator, in advance whenever possible. A pattern of failure to attend local SPRU meetings without just cause can result in dismissal from SPRU Worker service for a given county SPRU operation.

County SPRU meetings may serve as a forum for:

- Setting SPRU coverage schedules;
 - Discussing case practice and/or local SPRU-related issues;
 - Reviewing agency policy and best practice;
 - Sharing community resources and identifying contact persons;
 - Distributing materials, such as emergency resource family home lists, updated Local Office staff lists, new protocols for response, etc.; and
 - Coordinating the Annual Certification of SPRU staff who serve the local SPRU operation. (See [CP&P-II-D-1-700](#), Annual Certification of SPRU Staff).
 - Staff Development via training
- Attending quarterly statewide SPRU Coordinator meetings;
 - SPRU Supervisors are responsible for advising the SPRU Coordinator of any coverage problems, case practice concerns, or SPRU Worker performance issues.

3) Posting of Vacancies

The SPRU Coordinator maintains a roster with an adequate number of active SPRU Workers and SPRU Supervisors to meet the county's SPRU Worker, SPRU Buddy and SPRU Supervisor needs. For determining the size of a county's SPRU roster (see [CP&P-II-D-1-200](#), Coverage Systems).

When there is a need to recruit additional SPRU staff, the SPRU Coordinator:

- Prepares a job opportunity announcement, using the proper personnel circular for the specific SPRU title opening (e.g., SPRU Worker, SPRU Buddy, or SPRU Supervisor);
- Obtains Area Director/Local Office Manager Responsible for SPRU/designee approval to post the opening; and
- Posts the announcement in accordance with personnel guidelines, to the attention of eligible staff in the field offices within the county.

4) Initial Application and Selection Process

Resumes and recommendation letters are reviewed, and interviews are held with prospective SPRU Worker, SPRU Buddy, and SPRU Supervisor applicants AND who have met all SPRU worker/supervisor eligibility requirements.

The SPRU Coordinator conducts teamed interviews with a minimum of 3 interviewers, one of whom must be a community or system partner not employed by DCF. The SPRU Coordinator recommends the names of those applicants who meet the criteria to the Area Director/Designee or Local Office Manager Responsible for SPRU for approval. SPRU Worker new hires are gradually integrated into the local SPRU operation by acting as SPRU Buddies, where they receive appropriate mentoring.

5) SPRU Operations Record Keeping

The SPRU Coordinator maintains SPRU operations records, where the status of each individual SPRU staff member serving the county SPRU operation is documented.

The information recorded includes:

- SPRU training requirements;
- Attendance at county SPRU meetings;
- Timeliness of registering for on-call duty;
- Timeliness of response;
- Quality of field/case work;
- Quality of written work;
- Action taken against the employee while performing SPRU (disciplinary and or corrective), if any;
- Documentation of any counseling given or adverse or performance related actions, if any; and
- Whether the employee is an exceptional hire (see Exceptions), and, if so, when the approval will expire/be up for review. Keep copies of completed Annual SPRU Certification forms, CP&P Form [9-42](#), in the local SPRU operations file (see [CP&P-II-D-1-700](#), Annual Certification of SPRU Staff).

6) Promotions/Transfers/Moves from County to County

If a SPRU staff member chooses to accept a position outside CP&P or the county of SPRU operation, he or she must forfeit the existing SPRU position.

If the county in which he or she has been working SPRU needs SPRU staff to meet operational needs, the Area Director/Local Office Manager Responsible for SPRU, or his or her designee may allow the individual to continue to work SPRU for the county's SPRU operation as an exceptional hire (See Exceptions).

